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FAX NO : 703-746-7239

TO : Commissioner for Patents,
Mail Stop: Non Fee Amendment

FROM : Michael J. Marcin

DATE : July 13, 2004

SUBJECT : U.S. Patent Appln. Serial No. 09/888,955
for *System and Method for Determining
the Root Cause of a Failure*
Our Reference: 40101/02201

NUMBER OF PAGES INCLUDING COVER : 16

MESSAGE:

Please see attached.

IF ANY PAGES WERE NOT RECEIVED OR ARE ILLEGIBLE, PLEASE CALL (212) 619-8000 AS SOON AS POSSIBLE

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[40101/02201]

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor(s) : Calvin WHITE
Serial No. : 09/888,955
Filing Date : June 25, 2001
For : SYSTEM AND METHOD FOR DETERMINING THE ROOT
CAUSE OF A FAILURE
Group Art Unit: : 2122
Examiner : Chuck O. Kendall

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450
Mail Stop: Non Fee Amendment

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22313-1450, Fax (703) 746-7239 on the date shown below:

By:  Date: July 13, 2004
Michael J. Marcini, (Reg. No. 48,198)

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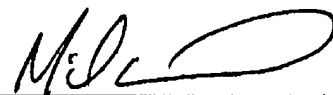
S I R:

In response to the Office Action mailed May 14, 2004, please find an Amendment for
filing in the above-identified application.

No fees are believed to be required. However, if any fees are required, please use the
deposit account of **Fay Kaplun & Marcini, LLP**, Deposit Account No. 50-1492. A copy of this
paper is enclosed for that purpose.

Respectfully submitted,

Dated: July 13, 2004



Michael J. Marcini, Reg. No. 48,198

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[40101/02201]

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OFFICIALCommissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450**AMENDMENT**

SIR:

In response to the Office Action dated May 14, 2004, Applicant hereby submits the following amendments and remarks.